

Knox Regional Communications Center Executive Board

A meeting of the Executive Board of the Knox Regional Communications Center took place on **Wednesday, October 24, 2018 at 3:00 p.m.** in the Knox County Emergency Management Agency Office.

Executive Board members in attendance: Knox County EMA Director Ray Sisk; Camden Fire Chief Chris Farley; Craig Cooley, Rockport Police Department; Jesse Thompson, Union EMS; and Rockland PD Chief Chris Young. **Members absent:** *Adam Miceli, Rockland Fire/EMS; and Ruston Barnard, Rockland Fire/EMS.*

Others in attendance: Knox Regional Communications Director Linwood Lothrop, EMA Administrative Assistant Candice Richards, Temporary Acting Deputy Communications Director Wally Tower, County Administrator Andrew Hart, James Smart from NEMHS, and Joe Conley from NEMHS.

Wednesday
October 24, 2018
3:00 p.m.

- I. 3:00 Meeting Called To Order
- II. 3:01 Action Items:
 - 1. Approval of Minutes from September 26, 2018
- III. 3:03 Discussion Items:
 - 1. Report from Wally Tower
 - 2. 2019 KRCC Budget Draft
 - 3. Set Date for Election of Officers for 2019
 - 4. Update on NEMH Protocol Request Discussion
- IV. Other Business
- V. Adjourn

I. Call to Order

The meeting was called to order by Chair Chris Farley at 3:08.m.

II. Action Items

1. Approval of Minutes from September 26, 2018.

- Craig Cooley made a motion to approve the September 26, 2018 minutes. Jesse Thompson seconded the motion. A vote was taken with all in favor.

III. Discussion Items

1. Report from Wally Tower.

- Newer staff: Tim McLaughlin is almost finished his training and should be on his own pretty quickly. There are also now three brand new hires that just started training.
- Departures: Jerrad Dinsmore resigned to take a position at the PSAP in Augusta. Jess Ward went to work at the State Prison in Warren. Taylor Benzie went to be a firefighter in Bangor. Scott Entwistle is now a police officer in Camden. It's made the center more understaffed but Wally said he couldn't blame them all for wanting to evolve in their careers.
- Internal Affairs Investigation: An IA investigation is being conducted that could result in another employee. It's about holding people accountable.
- Current staffing levels: Essentially down 6 employees because the 4 in training won't be on their own for a while. There are 7 employees left – 2 supervisors and 5 dispatchers. The KRCC has a contingency plan so that if Knox doesn't have enough dispatchers to keep the Center running,

dispatchers can be borrowed from other agencies. The sheriff's office can also help with call takers, although certified dispatchers would be preferable.

2. 2019 KRCC Budget Draft.

Nothing has changed to the Communications budget draft since the last revision already reviewed by the Executive Board. The final figures for health insurance and workers comp won't be known until later in the process. The budget review session on the Communications budget is October 25th at 5 p.m. Two other departments are being reviewed first.

3. Set Date for Election of Officers for 2019.

Wednesday, January 16, 2019 at 4 p.m. at Knox EMA.

4. Update on NEMH Protocol Request Discussion.

This was discussed at the mutual aid meeting. Chris Farley and Jesse Thompson had both attended.

Wally Tower summarized some of the comments made at that meeting that he had heard about:

- The request will add to the call volume for the departments, which will also increase expenses
- Will NE provide training to meet this request?
- Why can't the software link to specific responses?
- If the towns are paying for response why is the KRCC refusing?
- Why can't KRCC do the same for NE that it does for a fire department? Wouldn't NE be the same as another other agency making the request?

There was a discussion about the importance of having the dispatcher's job be standardized rather than being held accountable for day to day operations of individual agencies since that's not how the system was designed. The KRCC is not refusing to work with the agencies, but there are protocols for 39 different agencies that have to be memorized by the dispatchers. The rules shouldn't be different from agency to agency because it sets the dispatchers up for failure – it's not all computerized and it leads to making mistakes. If an agency needs additional personnel, they ask for it – dispatchers shouldn't be expected to decide whether or not additional units/agencies should be dispatched. It's up to the rescue crew to make that determination.

Chris Farley noted that NEMHS and the four towns that Northeast works with need to come up with a process to keep protocols the same. Joe Conley from NEMHS said that three of the towns have had the discussion but one chief is not being as cooperative. He said that NEMHS is not looking for extra help all the time but that they respond to some far out areas like Lincolnville and we'd like to get agencies rolling as soon as possible without delay. It was discussed that in some situations, such as a cardiac arrest, additional help is going to be needed, while for other issues, it should be up to the responding agency to request help and make those kinds of decisions.

Chris Farley suggested that it would be beneficial if someone from dispatch attended the quarterly mutual aid meetings. Jesse Thompson suggested making sure Wally and Linwood both get notifications of the meetings so they can make sure someone is able to attend.

IV. Other Business

Next Meeting

- KRCC Executive Board meeting – January 16, 2019 at 4 p.m.
- Review of the Communications budget by the Knox County Commission and Budget Committee - October 25th at 5 p.m.

V. Adjourn

- Craig Cooley made a motion to adjourn. Jesse Thompson seconded the motion. A vote was taken with all in favor.

Meeting adjourned at 3:57 p.m.

Respectfully submitted,

Candice Richards
Administrative Assistant